



## **Business Transformation Work Stream Support Officer (X2)**

### **Role Profile**

#### **A. Details**

Position:	Business Transformation Work Stream Support Officer (X2)
Grade	Executive Officer (EO)
Whole time equivalent	1 FTE (35 hours per week)
Reports to:	Arts Director Arts Team 1 Content Work Stream Lead x 1 Creative Schools Director, Business Readiness Work Stream Lead x 1
Duration:	Fixed term - 12 month temporary contract

#### **B. Department & Role Overview**

To provide key administrative support, co-ordinate actions and activities within the Business Transformation Programme to the Work Stream Leads for the Business Transformation Programme and as required liaise with other departments of the Arts Council.

#### **C. Key Responsibilities**

As an Officer:

- Support the values, vision and mission of the Arts Council;
- Have a clear understanding of the Officer role, objectives and targets and how they support the objectives of your Department, the Arts Council's strategic goals and the ten year strategy Making Great Art Work;
- Strive to develop, implement and support new ways of working effectively to meet objectives;
- Actively share information, knowledge and expertise to help the team to meet its objectives;
- Be flexible and willing to adapt, positively contributing to the implementation of change;
- Take responsibility and be accountable for the delivery of agreed objectives;
- Successfully manage a range of different projects and work activities at the same time;
- Maintain a strong focus on delivering high performance and service delivery;
- Create and maintain collaborative internal and external relationships;
- Utilise and promote project management guidelines and templates.

As Business Transformation Work Stream Support Officer:

- A proven ability in the area of project management;
- A good understanding of the work of the Arts Council and its strategic objectives;
- Insight and understanding in relation to the arts sector infrastructure;
- Excellent analytical skills, including the ability to gather and analyse research, engage in critical analysis and express complex information in a clear, concise way;
- Express self in a clear and articulate manner when speaking and in writing;
- Excellent interpersonal skills, including the capacity to deal with situations requiring diplomacy and tact;
- Ability to operate the various elements within the Arts Council's IT systems; including online services, CRM, EDM, the Microsoft Office suite of programmes;
- A commitment to high standards of public service.

Role Demands

- Organise meetings and events;
- Support communication on a range of platforms and in a range of contexts of the Business Transformation Programme projects and work programme;
- Act as key link person between Business Transformation Programme and other Arts Council department and teams;
- Act as key link person between Business Transformation Programme and external strategic partners and service providers;
- Inform departmental work planning to ensure good matching of resources with work programme envisaged;
- In tandem with Arts Council teams, co-ordinate information-gathering to feed into overall mapping and profiling of the arts;
- Liaise with arts teams in particular on systems and methodologies so as to support the development of consistency and quality in information, analysis and processes;
- Provide information and other supports to assist internal or external research and development projects undertaken by the Arts Council unilaterally or in partnership;
- Co-ordinate payments to research and other suppliers;
- Provide advice and support in relation to contact queries;
- Co-ordinate between relevant teams / departments to assist in the implementation of transversal projects;
- Provide materials to support advocacy initiatives undertaken by the Arts Council;
- Provide materials to support the Arts Council in exercising its responsibilities in domains such as FOI and in informing responses to PQs and requests for speech materials, as well as corporate communications such as the AC newsletter and Annual Report;
- Provide training and support to new team/department/organisation members;
- Provide cover to other Teams/Departments as required.

**D. Skills Knowledge and Experiences**

- Excellent analytical skills, including the ability to gather and analyse research, engage in critical analysis and express complex information in a clear, concise way;
- Excellent communication skills with an ability to express self in a clear and articulate manner when speaking and in writing;
- Excellent interpersonal skills, including the capacity to deal with situations requiring diplomacy and tact;
- A proven ability in the area of project management;
  - Ability to operate the various elements within the Arts Council's IT systems; including online services, CRM, EDM, the Microsoft Office suite of programmes;
- A commitment to high standards of public service;
- Ideally have Irish language, verbal and written skills, although this is not an absolute prerequisite for the role.